



Wisconsin Department of Administration

TELECOM MANAGERS MEETING

PROJECT	ACD / Genesys Implementation
REVIEW DATE/TIME	10/12/2016
PRESENTER	Thomas Burns
PROJECT SPONSOR/ AGENCY	Trina Zanow, DET
OVERALL PROJECT STATUS	Red

OVERALL PROJECT STATUS

- Genesys is behind schedule on the build out of the lab. We are working to help them get back on track.
- The test plans have been completed for DOADSF, DOTSD, ETF, DVA, UWPC, OCI, and PSC. We are working with Genesys to establish a strategy to implement these plans.

Test plans

Test Eight:				
Did you hear 01 Intro prompt during business hours?				
	Dial into the project test number: 608-264-0870.			
	Did you hear 01 Intro prompt during business hours?	01 Intro.wav		If you would like to request a retirement estimate, press 1If you would like to schedule an appointment, press 2For Disability Benefit Questions, press 3All others, press 4
Test Nine:				
Did the call transfer to CCA Train Work Group when you press 1?				
	Dial into the project test number: 608-264-0870.			
	Did you hear 01 Intro prompt during business hours?	01 Intro.wav		
	Did the call transfer to CCA Train Work Group when you press 1?			
Test Ten:				
Did the call transfer to CCA Appointment Work Group when you press 2?				
	Dial into the project test number: 608-264-0870.			
	Did you hear 01 Intro prompt during business hours?	01 Intro.wav		
	Did the call transfer to CCA Appointment Work Group when you press 2?			
Test Eleven:				
Did the call transfer to CCA Disability Work Group when you press 3?				
	Dial into the project test number: 608-264-0870.			
	Did you hear 01 Intro prompt during business hours?	01 Intro.wav		
	Did the call transfer to CCA Disability Work Group when you press 3?			









Training

- Training
 - Agent – 1 hour, online, on-demand
 - Supervisor – 3 hours, online, on-demand
 - Both need to be completed within 30 days of start
- User Guides
- Interaction WorkSpace is the interface **Agents** will use to perform their work. Here is a link to the [Genesys Interaction WorkSpace User Guide v8.1](#). DET will be implementing WorkSpace v8.5 so there may be some minor changes. DET will publish v8.5 as soon as Genesys shares the new user guide.
- Interactive Insights is the interface **Supervisors** will use to perform their work. Here is a link to the [Genesys Interactive Insights User Guide v8.1](#). DET will be implementing Interactive Insights v8.5 so there may be some minor changes. DET will publish v8.5 as soon as Genesys shares the new user guide.

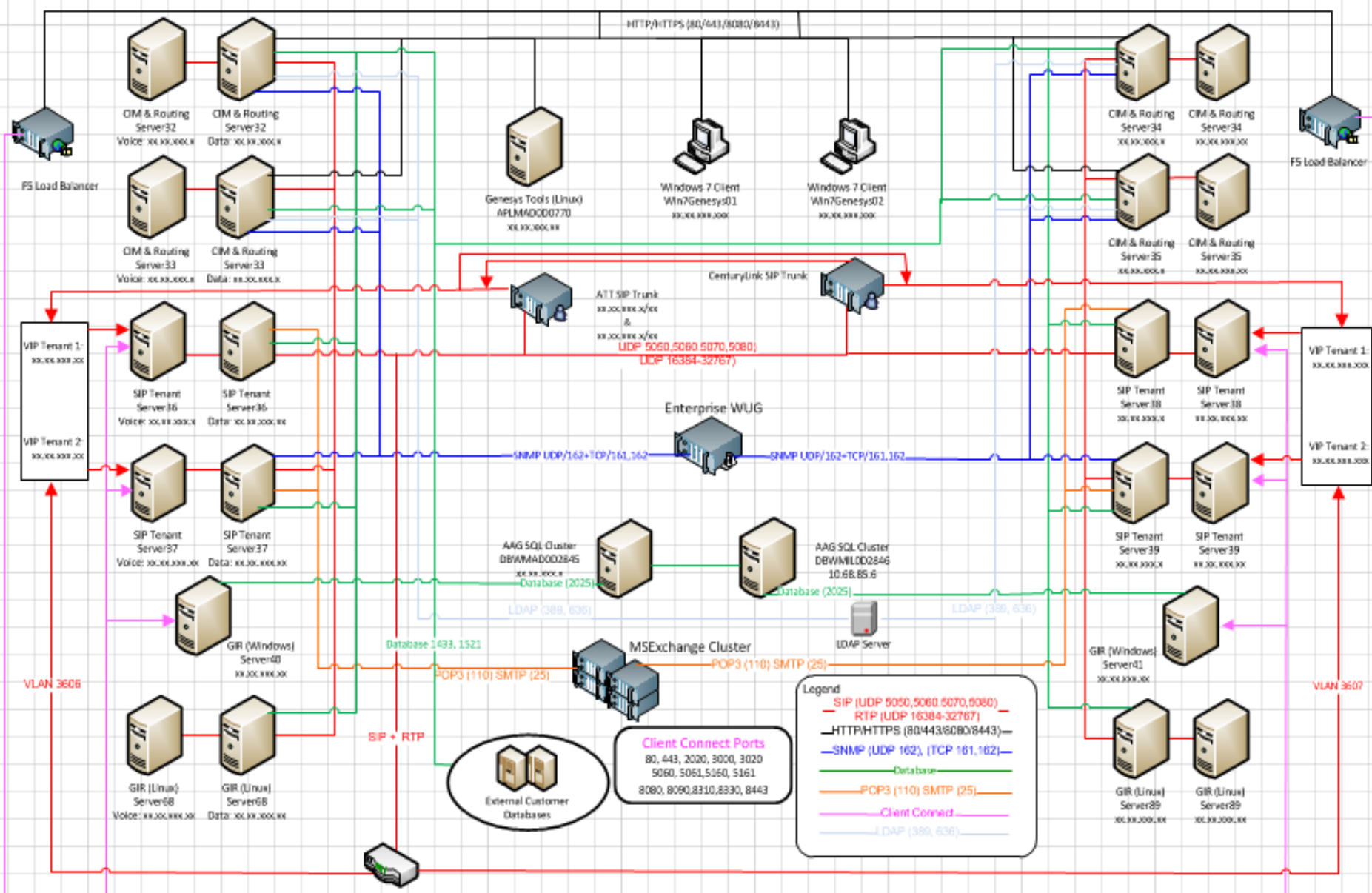
eBooks

- Customers will have access to public Genesys eBooks
- Click on [this link](#) to navigate to the eBook home page and log in with Username and password

UNIVERSITY Logged in: sandie.schultz@wisconsin.gov

 Customer Interaction Manager 8.1 Troubleshooting Genesys	Customer Interaction Management Platform 8.1 Troubleshooting Order a printed copy	 Composer 8.1 for Routing Development Genesys	Composer 8.1 for Routing Development Order a printed copy
 Composer 8.1 for Voice Applications Development Genesys	Composer 8.1 for Voice Applications Development Order a printed copy	 Framework, Routing & Reporting 8.5 Foundation Genesys	Genesys Framework, Routing, and Reporting Foundation 8.5 Order a printed copy
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 Info Mart 8 Development Genesys	Info Mart 8 Development Order a printed copy	 SIP Server 8.1 Troubleshooting Genesys	SIP Server 8.1 Troubleshooting Order a printed copy

Lab Architecture



Using SIP with Genesys

- Geo-redundancy
 - ATT installed, capacity in process
 - Watertown, MA
 - Allen, TX
 - CenturyLink installed by October 31
 - Madison
 - Milwaukee
 - Most TDM circuits will remain with CCA. A small number will move to Genesys for transision.

Go Live Timeline Overview

Department	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
OCI	X				
DOADSF		X			
DVA	X				
ETF	X				
DNR		X			
DOTSD	X				
DMV	TBD				
DHS		4 groups	2 groups		
DOTWISCOM			X		
Tourism	X				
UWPC	X	X			
PSC	X				
UWUHS		X			
UWATO			X		
DOR					X
UWWHA			X		
DEHCR				X	
DWD		X			
DSPS					X
DFI					X
DCF			?		
UWUA				X	
CEOEL		X			

Genesys Login



Workspace

Desktop Edition 8.5.114.08

TestAgent5

Password

☐ Log in using recent place Place_1005

WDE_DET

apwmad0a2832

2020



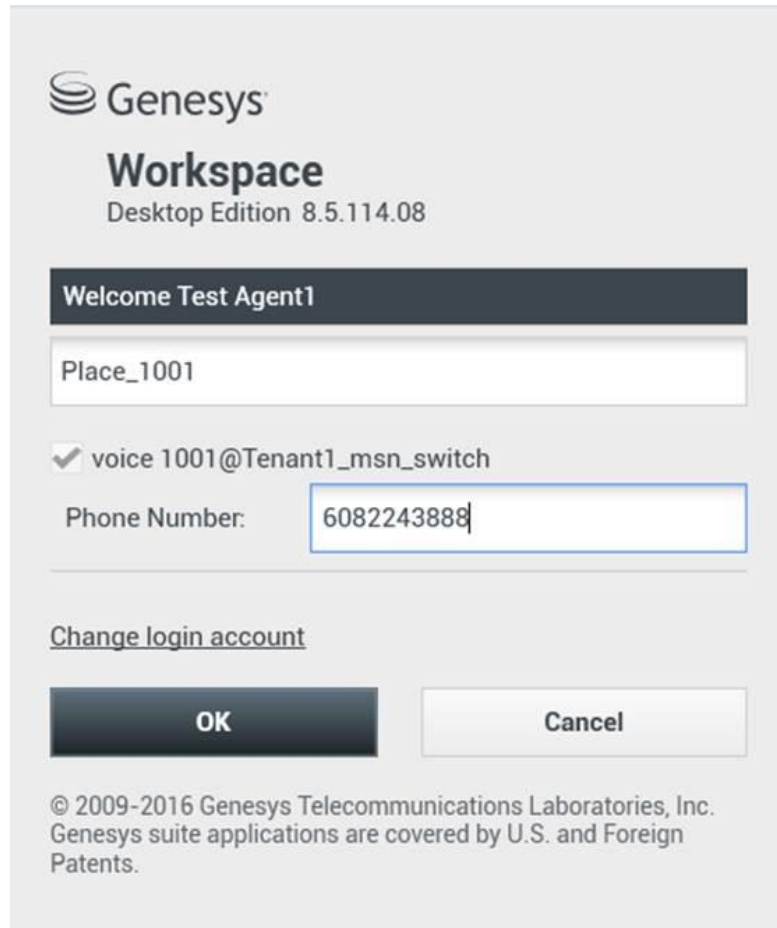
Less

Log In

Cancel

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Genesys Agent Profile



The image shows a software dialog box titled "Genesys Workspace Desktop Edition 8.5.114.08". It is a configuration window for an agent profile. At the top, it says "Welcome Test Agent1". Below that is a text field containing "Place_1001". There is a checked checkbox for "voice 1001@Tenant1_msn_switch". Underneath, the "Phone Number:" is followed by a text field containing "6082243888". At the bottom, there is a link "Change login account" and two buttons: "OK" and "Cancel". A copyright notice at the very bottom states "© 2009-2016 Genesys Telecommunications Laboratories, Inc. Genesys suite applications are covered by U.S. and Foreign Patents."

Genesys
Workspace
Desktop Edition 8.5.114.08

Welcome Test Agent1

Place_1001

☒ voice 1001@Tenant1_msn_switch


Phone Number: 6082243888

[Change login account](#)

OK Cancel


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Genesys Interface


 Genesys • Workspace

Test Agent5

6082243888 00:00:10







Case Information

Origin: Inbound call to 6082679400

Queue: 6082679400

ANI: 6082243888

ApplicationName: TestApp


CallerMenuPath: 111


Company: DET

DNIS: 6082679400

u_connid: 00bb028ee9a880d5

Workgroup: DETHD

6082243888  Connected

 6082243888 - Workspace

Case Information

Origin: Inbound call to 6082679400

Queue: 6082679400

ANI: 6082243888

ApplicationName: TestApp

CallerMenuPath: 111

Company: DET

DNIS: 6082679400

u_connid: 00bb028ee9a88078

Workgroup: DETHD

Accept

Reject

QUESTIONS AND ANSWERS